

SYSTEM AND METHOD FOR ELECTRONIC COMMUNICATION

MANAGEMENT

ABSTRACT

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A system and method for electronic communication management comprises a universal data model, a modeling engine, and an adaptive knowledge base. The modeling engine includes a natural language processor and a statistical modeler. A communication is translated from its native format 10 into the universal data model. The modeling engine determines the intent of the communication using the natural language processor and the statistical modeler. A response is generated, either automatically or by an agent. An audit module analyzes each response and provides feedback to the modeling engine and the adaptive knowledge base. The modeling engine uses the 15 feedback to update models in the adaptive knowledge base. The modeling engine supports various application specific modules.